

Tassajara Reservations Specialist

Department: Programming
Reports to: Reservations Coordinator
Consults with: Program Coordinator & Director
Work Status: Part-time 20-29 hours/week; seasonal, position ends September 2019

Position Summary:

This key position is responsible for: the frontline of communications regarding interest in, and reservations for, Tassajara Summer Guest Season; communicating welcome to overnight guests and program participants; using hotel reservations software to communicate about and transact registration details, and assisting them in making their reservations at Tassajara successfully; using general office software and email technologies, and telephones to communicate interoffice and with guests.

Primary Responsibility:

- Maintaining a consistently professional, pleasant and responsive customer service presence.
- Communicating and maintaining relevant policies and procedures.
- Accurately following procedures to audit and track reservations to ensure that all reservations are complete and accurate (specifically, mail-in/online reservation requests, confirmation emails, Rideshare Program, Stage reservations, Brochure requests, Retreat Participant Letters).
- Being responsive to overnight guests and program participants when they have questions or concerns about their visit.
- Being consistent and following procedures to resolve cancellations, problems and complaints of overnight guests and program participants.
- Communicating with office staff for Tassajara about relevant details of guest rooms and programs (e.g., scheduling and availability).
- Supporting the Tassajara Reservations office schedule, and available for changes to scheduling needs as the season progresses.

Highly Desired Experience:

- Two to three years in customer service, reservations/reception and administrative positions
- Demonstrated ability to be trained in basic software/hardware, technological needs
- Able to represent the core values of SFZC internally and externally
- Completed a practice period at Tassajara or visited frequently during the summer season

Required:

- Highly competent and detail-oriented in executing tasks
- Have a very high level of personal and professional integrity and trustworthiness
- Have a strong work ethic and require minimal direction
- Work well independently as well as part of a team
- Good judgment
- Ability to juggle multiple priorities simultaneously and take initiative
- Demonstrate resourcefulness and flexibility, with the ability to anticipate and act on events and opportunities quickly to assist manager and your team

- Ability to interact and influence at the most senior levels of an organization and to work collaboratively across functions, levels and departments toward shared objectives
- Have a passion for our mission and a strong desire to impact a spiritual non-profit organization
- Be an innovative and creative thinker; you're not afraid to try something new and inspire others to do so
- Legally eligible to work in the United States; no sponsorship provided

Equipment and Technology:

Basic computer skills to include Google applications, including MS Office. Will be trained on relevant reservation software.

Environment:

- Climb stairs
- Type regularly on a computer
- Occasionally lift and carry between 10-20 lbs.
- Able to thrive in the setting of an energetic call-center with an open floor plan

Compensation:

\$15-\$18/hour based on experience.

Application Process:

Please apply with cover letter to jobapplications@sfzc.org to be considered.

Organization Profile:

San Francisco Zen Center was established in 1962 by [Shunryu Suzuki Roshi](#) (1904-1971) and his American students. Suzuki Roshi is known to countless readers as the author of the modern spiritual classic, *Zen Mind, Beginner's Mind*.

The purpose of San Francisco Zen Center is to make accessible and embody the wisdom and compassion of the Buddha as expressed in the Soto Zen tradition established by Dogen Zenji in 13th-century Japan and conveyed to us by Suzuki Roshi and other Buddhist teachers. Our practice flows from the insight that all beings are Buddha, and that sitting in meditation is itself the realization of Buddha nature, or enlightenment.

Today, San Francisco Zen Center is one of the largest Buddhist sanghas outside Asia. It has three practice places: [City Center](#), in the vibrant heart of San Francisco; [Green Gulch Farm](#), whose organic fields meet the ocean in Marin County; and [Tassajara Zen Mountain Center](#)—the first Zen training monastery in the West—in the Ventana Wilderness inland from Big Sur. These three complementary practice centers offer daily meditation, regular monastic retreats and practice periods, classes, lectures, and workshops.

Zen Center is a practice place for a diverse population of students, visitors, lay people, priests, and monks guided by teachers who follow in Suzuki Roshi's style of warm hand and heart to warm hand and heart. All are welcome.